	Weekly			Monthly																Overall Total
Weekly Report	12/18/2021	12/11/2021	12/04/2021	November	October	September	August	July	June	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug*	Jul*	Overall Total
Index																					
# Indexes assigned (all metrics based on the workload assigned for the week)	2,101	2,242	1,749	6,447	7,603	18,471	28,377	13,962	3,371	2,677	2,270	3,098	10,081	24,906	22,257	15,013	8,154	4,940	5,393	4,126	186,723
# Indexes Complete	1,326	1,432	1,149	4,431	5,218	12,969	20,159	9,262	2,194	1,853	1,636	2,086	7,403	19,456	18,334	12,458	6,726	4,124	4,225	3,321	139,446
% Indexes Complete	64.8%	65.1%	66.8%	69.3%	68.7%	70.3%	71.2%	66.5%	65.4%	69.8%	73.4%	67.8%	74.0%	78.3%	82.4%	83.1%	82.6%	83.6%	78.5%	80.7%	74.9%
# Indexes unreachable (Max Attempts)	775	810	600	2,016	2,385	5,502	8,218	4,700	1,177	824	634	1,012	2,678	5,450	3,923	2,555	1,428	816	1,168	805	47,277
% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	37.9%	36.8%	34.9%	31.5%	31.4%	29.8%	29.0%	33.8%	35.1%	31.0%	28.4%	32.9%	26.8%	21.9%	17.6%	17.0%	17.5%	16.5%	21.7%	19.6%	25.4%
# Indexes Attempted calls (all completions + at least 1 attempt)	2,046	2,200	1,719	6,397	7,593	18,437	28,315	13,921	3,357	2,655	2,254	3,082	10,001	24,848	22,239	14,994	8,145	4,935	5,380	4,113	186,127
Average time from Index Received to Index Reached	0.03:31:13	0.03:57:50	0.05:09:19	0.05:24:31	0.07:02:40	0.17:33:42	1.13:50:19	0.17:19:46	0.21:04:53	1.02:29:38	1.06:05:22	1.05:11:00	1.07:26:54	1.06:43:41	1.12:26:16	1.14:58:17	1.22:56:40	2.23:48:51	5.03:38:38	4.20:16:46	1.16:46:32
Average Index Handle Time	0.00:16:04	0.00:16:08	0.00:16:53	0.00:16:10	0.00:16:23	0.00:15:17	0.00:14:41	0.00:13:43	0.00:15:04	0.00:15:38	0.00:16:54	0.00:15:29	0.00:13:56	0.00:13:48	0.00:13:31	0.00:13:01	0.00:13:57	0.00:13:02	0.00:12:45	0.00:14:00	0.00:14:10
% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	71.6%	71.1%	72.8%	73.4%	71.2%	65.2%	47.4%	69.2%	71.6%	60.7%	57.3%	55.8%	63.2%	66.6%	71.7%	72.6%	72.1%	68.8%	58.0%	52.5%	64.9%
% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	92.1%	100.0%	99.9%	100.0%	99.8%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	99.7%	97.1%	99.2%
Contacts																					
# contacts generated	3,311	3,106	2,243	9,963	12,665	26,585	26,958	16,099	4,200	3,668	3,542	3,740	13,359	39,077	48,300	36,795	21,061	14,480	9,567	6,922	305,000
# contacts generated per Index Complete	2.5	2.2	2.0	2.2	2.4	2.0	1.3	1.7	1.9	2.0	2.2	1.8	1.8	2.0	2.6	3.0	3.1	3.5	2.3	2.1	2.2
# contacts complete	2,671	2,591	1,865	8,338	10,588	21,732	23,928	14,063	3,450	3,078	3,068	3,497	12,744	36,676	43,080	32,614	18,448	12,772	8,728	6,395	269,815
% contacts complete	80.7%	83.4%	83.1%	83.7%	83.6%	81.7%	88.8%	87.4%	82.1%	83.9%	86.6%	93.5%	95.4%	93.9%	89.2%	88.6%	87.6%	88.2%	91.2%	92.4%	88.5%
# contacts unreachable (Max Attempts + missing phone numbers)	640	515	378	1,625	2,077	4,853	3,030	2,036	750	590	474	243	615	2,401	5,220	4,181	2,613	1,708	839	527	35,185
% contacts unreachable (Max Attempts + missing phone numbers)	19.3%	16.6%	16.9%	16.3%	16.4%	18.3%	11.2%	12.6%	17.9%	16.1%	13.4%	6.5%	4.6%	6.1%	10.8%	11.4%	12.4%	11.8%	8.8%	7.6%	11.5%
# contact attempted (all completions + at least 1 attempt)	3,311	3,106	2,243	9,963	12,665	26,585	26,958	16,099	4,200	3,668	3,542	3,740	13,359	39,077	48,300	36,795	21,061	14,480	9,567	6,922	305,000
Average Time from Contact Generated to Contact Reached	0.03:12:38	0.04:53:35	0.05:23:57	0.06:10:06	0.08:26:54	0.16:36:15	0.23:05:48	1.08:02:08	1.08:42:41	1.18:11:44	2.00:49:54	3.05:12:54	3.06:37:06	3.08:18:45	4.14:17:37	6.07:26:27	7.13:58:41	7.21:30:13	6.16:45:47	9.04:30:11	4.02:14:08
Average Contact Handle Time	0.00:16:53	0.00:18:25	0.00:18:11	0.00:17:43	0.00:17:31	0.00:16:55	0.00:16:50	0.00:13:24	0.00:14:25	0.00:14:55	0.00:14:15	0.00:12:39	0.00:12:42	0.00:12:31	0.00:12:13	0.00:11:19	0.00:11:26	0.00:10:45	0.00:10:19	0.00:13:43	0.00:13:25
% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	74.1%	77.4%	76.9%	77.6%	76.8%	71.0%	69.7%	69.3%	65.8%	69.2%	70.3%	72.0%	76.1%	76.2%	72.8%	69.2%	66.5%	63.8%	60.4%	62.5%	71.0%
% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.8%	99.9%	99.6%	99.7%	99.7%	96.9%	90.0%	99.2%	99.3%	99.9%	99.6%	99.5%	99.3%	99.1%	99.4%	99.5%	99.5%	99.0%	99.0%	97.6%	98.3%
Average Time from receipt of initial case name to full completion of all related contacts	0.07:44:19	0.10:56:44	0.09:43:42	0.10:41:38	0.13:35:15	1.08:25:39	2.04:26:02	1.16:21:21	1.14:30:55	2.01:30:56	2.10:00:22	3.11:53:44	3.13:18:08	3.18:10:48	5.04:42:50	7.03:24:18	8.04:26:34	9.06:59:01	7.12:08:30	########	4.17:36:46